

REQUEST FOR PROPOSALS (RFP)

CAFETERIA FOOD SERVICES LEASE COUNTY OPERATIONS CENTER 5560 OVERLAND AVENUE, SAN DIEGO, CA 92123

I. BACKGROUND

A. PROJECT DESCRIPTION

The County of San Diego is soliciting proposals for the provision of cafeteria-style food services at the County Operations Center (COC) located at 5560 Overland Avenue, San Diego, CA 92123. Food services operations will commence approximately August 1, 2012 in a new 4,500 square foot cafeteria facility, to be built at the County Operations Center (COC), the lease will be for a 5 year period with a 5 year option to extend.

The selected operator will provide daily, Monday through Friday food service for approximately 2,600 employees. Upon completion of the COC Campus it is anticipated that there will be approximately 4,200 employees on site. The COC is the primary location for the fleet, facilities, and general operations divisions of the County of San Diego, as is visited by members of the public attending meetings in the County offices or obtaining information at various public service departments located in the complex. County departments located at the COC include the Sheriff, Emergency Services, Agricultural Weights and Measures, Medical Examiner, Probation Department, Auditor and Controller, Department of Public Works, Department of General Services, Department of Environmental Health, Veterinarian, and the Library.

The selected operator should be able to serve hot entrees as well as sandwiches, salads, soft drinks, bakery goods, "healthy choice" options and generally provides full menu of breakfast and lunch items typically found on the menu at cafeteria-style facilities. The operator will also provide café/kiosk service to a second location on campus with prepackaged foods, bake goods and coffee bar fare.

B. COUNTY GOALS FOR FOOD SERVICE AT THE COC:

The goals of the County in issuing this solicitation include the following:

- To ensure a quality food service program at the most reasonable prices at this important County facility.
- To attract additional customers to the food service.
- To encourage greater employee utilization of the food service program.
- To offer the best quality customer service to both the public and the employees at the County Operations Center.

C. REQUEST FOR PROPOSERS (RFP) MEETING

To obtain more detailed information about the proposal process, interested parties will be given an opportunity to meet with County staff on April 7, 2011 at 1:00 p.m. at Real Estate Services (RES) Office at 5560 Overland Avenue, 4th Floor, Suite 410, San Diego, Ca 92123, where a tour of the space to be leased will be provided. The meeting will be held in the large north conference room off the 4th Floor lobby area.

D. DELIVERY OF PROPOSALS

The proposals are due no later than 4:00 p.m. on May 6, 2011. Failure to meet the deadline will result in an unacceptable proposal. There will be no exceptions. Late proposals will be returned unopened. Deliver three (3) copies of the proposal to:

County of San Diego
Real Estate Services Division
Attention: Laura Freitas, Real Property Agent
5560 Overland Avenue, 4th Floor, Suite 410
San Diego, CA 92123

Questions or requests for clarifications to the RFP should be submitted in writing to the address above or faxed to Real Estate Services fax number at (858) 694-2369. For additional information please call Laura Freitas at (858) 694-8879 or Manny Gaviola at (858) 694-2731. Responses to inquiries will be faxed to all proposers. No other person should be contacted regarding any questions or clarifications specific to this project.

E. PROPOSED SCHEDULE

Issue Request for Proposal (RFP)	March 1, 2011
Pre-response meeting	April 7, 2011
Proposals due to General Services	May 6, 2011
Completion of proposal evaluations	May 27, 2011
Operator selected	June 3, 2010
Lease negotiations completed	June 24, 2011
Lease commencement approximately	August 1, 2012

F. WITHDRAWAL

The County reserves the right to withdraw the RFP at any time without prior notice. Further, the County reserves the right to accept or reject any and all proposals.

II. SPECIAL TERMS AND CONDITIONS

A. OPERATIONS

The lessee must have a wide range of experience in the operation of these types of food service facilities and should be prepared to provide the County with references and the addresses of locations where his or her facilities are currently in operation.

B. MAINTENANCE/JANITORIAL SERVICE

The County will provide the design and acquisition of the cafeteria food facility. The County will be responsible for maintenance that will include repairs to structural components of the leased space and provide nightly janitorial service to the dining area. The lessee will be expected to keep the kitchen, food preparation and serving areas clean, sanitary and free from refuse and debris at all times in order to comply with health department food service standards.

C. MAINTENANCE/FIXTURES AND EQUIPMENT

The County will purchase and own all built in equipment and food display or storage coolers. The County owns and is responsible for maintaining equipment and kitchen fixtures. The lessee will be responsible for providing and maintaining any small wares and moveable equipment they require.

D. FINANCIAL OBJECTIVES

The County's objective is to select a lessee with the financial capability to operate the COC cafeteria food service facility with no County subsidy, other than utilities and any maintenance that may be required. The lessee must have the demonstrated ability to operate a food service program in a major governmental facility and must have the financial capacity to ensure uninterrupted service delivery to the public and the employees who utilize the facility.

E. Review of County Provided Facility

The lessee will review and approve the plans and design for the cafeteria food service facility for adequacy of food prep, storage and seating to insure proper service.

III. GENERAL TERMS AND CONDITIONS

A. LEASE TERM

The term of the lease will be for 5 years. The option to re-lease the cafeteria space will be by mutual written agreement and the lessee's compliance with the minimum performance standards as outlined in Section IV of this RFP and the subsequent lease.

B. HOURS OF OPERATION

At a minimum, the business shall be open on County workdays from 7:00 a.m. to 3:00 p.m.

C. INSURANCE

Lessee will provide insurance per the following (see lease for complete insurance terms):

1. A Worker's Compensation insurance policy covering all employees of the lessee. Lessee will require the same of all subcontractors.
2. Comprehensive General and Automobile Liability Insurance of \$2,000,000 combined single limit Bodily Injury and Property Damage.
3. Policies shall name the County of San Diego as additional insured.

D. UTILITIES

County will be responsible for the cost of the sewer, water, gas, and electricity serving the lease space. The County is committed to energy conservation and lessee is expected to cooperate with reasonable conservation practices.

E. SUB-LEASING

Lessee shall not enter into a sub-lease without prior written approval from the County.

F. CATERING

The Lessee will respond to catering needs of County departments for meetings by providing premade food to be delivered to department lunch rooms and establish a food charge program for department staff. Lessee may utilize the premises for offsite catering for County of San Diego functions only.

IV. MINIMUM PERFORMANCE STANDARDS

In the event there is any conflict between the following Minimum Performance Standards and any other provisions of this lease, the Minimum Performance Standards shall govern. The Minimum Performance Standards are as follows:

A. CUSTOMER SERVICE

Customer Service Surveys – Lessee shall conduct an ongoing customer survey and report the results to the County on a quarterly basis. In an annual meeting with the County, lessee shall demonstrate that perceptions and comments from the surveys have been addressed. The lessee shall make every effort to ensure the following standards are met:

1. An appetizing and diverse menu.
2. Equipment and serving areas which are clean and sanitary.
3. A staff of cordial employees.
4. A pleasant and attractive seating environment.
5. Fair and reasonable prices.

V. PROPOSAL EVALUATION AND SELECTION

Written proposals will be evaluated by a County designated Selection Committee. Proposals should address all Minimum Performance Standards as outlined in Section IV of the RFP. In addition, the successful proposal should identify new opportunities and marketing strategies to attract the public and employees to utilize the cafeteria. The Selection Committee will use the following criteria in evaluating the proposals:

A. OPERATIONS

1. The proposed menu with pricing.
2. A list of food items to be provided.
3. History of experience managing cafeterias in government and private sector buildings of similar size and visibility.
4. A current example of a facility under lease by the proposer, which may be visited by the Selection Committee and food samples can be purchased.
5. Customer service experience.
6. Food service marketing experience.
7. Innovative approaches to attract increased customers through innovative marketing plans.
8. The ability of the proposer to provide food for special events at the COC.
9. Written assessment of the existing food service.

B. MAINTENANCE

1. Staff experience in providing food service area cleaning services required for daily maintenance to be performed by the lessee in order to comply with health department food service standards.

C. FINANCIAL

1. Experience in bookkeeping and auditing financial data related to cafeteria operations.
2. Demonstrated ability to pay monthly rent (if any) in accordance with lease agreement.
3. Approximate investment proposer would make in kitchen smallwares
4. Approximate dollar amount County would be required to invest to implement this proposal.
5. The amount of rent (if any) the lessee is willing to pay the County to lease the facility.

VI. NEGOTIATIONS

After final selection of the most qualified proposer, a lease incorporating operational items and performance standard items, based upon the Request for Proposal, written responses to the proposer's written questions concerning the RFP, the selection committee input, and the proposer's submitted proposal will be prepared. If a satisfactory agreement on the lease cannot be negotiated, the County may, at its sole discretion, begin operation negotiations with other responsible proposers and terminate negotiations with the previously selected proposer.

ADDENDUM:

The County of San Diego strongly encourages each proposal to include a significant portion of “Healthy Choice” options such as items that include a variety of fresh fruits, vegetables and other foods. These foods should be nutrient dense, high in fiber and protein and low in simple carbohydrates and fat. The ingredient and nutrition information of each menu option shall be visibility posted for consumer education when available. Operator shall work with The County of San Diego Health and Human Services Agency to have nutrition promotion materials and signage such as, but not limited to point of purchase signage that encourages healthy eating.

During the competitive selection process, strong preference will be given to proposals that include a procurement method that provides preference to locally grown and/or produced products when feasible. The selected operator shall work with the organization currently known as The San Diego Growers to source local agricultural items. Additionally, the operator shall maintain a list of items that are being offered at the facility from growers and producers that are within San Diego County and 25 miles beyond the County’s borders, excluding Mexico.